Guest Services Lead (Hospitality Coordinator)
Job Description

Date: April 2023
Reporting Supervisor: Guest Operations Manager
Status: Non-exempt
Position Grade: 2

Position Overview:
The Guest Services Lead is a seasonal employee of Stan Hywet Hall & Gardens hired by the President & Executive Director upon recommendation of the Guest Operations Manager. They are responsible for overseeing the day-to-day front-line activity. The Hospitality Coordinator is responsible for providing a superior level of hospitality skills to meet the expectations of Stan Hywet’s guests.

Essential Duties and Responsibilities:
1. Responsible for maintaining a high level of quality, professionalism and leadership in all front-line areas when working with the public, staff or volunteers.
2. Provide insight to Guest Operations Manager on performance evaluations for all hospitality staff.
3. Must be willing to be cross-trained in all front-line positions including Molly’s Shop and Café.
4. Work closely with the group sales, rental services, public programs and tour services departments to provide assistance with all groups, events or special needs.
5. Must be trained in all hospitality areas and have the ability to provide lunch breaks and rest periods as needed.
6. Must have an extensive knowledge of Stan Hywet’s tours, rentals, public programs and membership opportunities.
7. Oversee greeting and transporting of guests, crosswalks, and parking lot activity including parking of buses as needed.
8. Ability to drive a tram and certification required.
9. Direct and assist with deliveries for the property including special request for rentals and events.
10. Must know Stan Hywet H all & Gardens safety and security policies including being able to complete accident reports. CPR and basic first-aid knowledge required.
11. Responsible for distributing daily mail delivery to the appropriate building.
12. Must be able to maintain and balance petty cash and conduct error-free monetary transactions.
13. Must be able to handle guest complaints and the ability to encourage them to use comment cards.
14. Responsible for the opening and closing of the gates on a daily basis.
15. Assist in carrying out day-to-day operations in hospitality areas including helping with trash, ice, packages, etc. as needed.
16. Maintain a clean, safe, enjoyable and helpful atmosphere for visitors and staff.
17. Check daily for safety issues and damages and report them to the Guest Operations Manager.
18. Other duties as assigned.
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Qualifications:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Must have a valid Ohio driver’s license.
2. Ability to interact effectively, professionally, and courteously with guest, staff, and volunteers.
3. Ability to relate to persons of all ages and of diverse backgrounds, skills and abilities.
4. Must be able to handle multiple projects or tasks and be detail oriented.
5. Responsible for consistently demonstrating excellent judgment and good human relations skills.
6. Flexible work schedule.

Education and/or Experience:
1. A minimum of a high school diploma, or equivalent, is highly desirable.
2. Must have a minimum of 2 years of experience as a hospitality staff member.
3. Previous management experience a plus.

Usual and Customary Expectations:
1. Should expect constant bending, stooping, kneeling, and crouching; and requires full extension of arms, and grasping, holding and pulling in all these positions.
2. Should be able to lift and carry approximately 50 - 70 pounds.
3. Ability to work in a standing position 95% of the day.
4. Non-traditional hours required.

Selected trainee will receive training for 90 days at an introductory wage. Upon successful completion, trainee will be confirmed in role or may elect to continue employment as guest services staff.

Acknowledgement:

_________________________________________        __________
Employee’s Signature                                Date

_________________________________________        __________
Authorized Signature                                Date